



INFORMATION BULLETIN

New Hampshire Bureau of Emergency Management - Enhanced 9-1-1

9-1-1 Fact Sheet - Terms and Definitions

June, 2004

9-1-1 Terms and Definitions

Abandoned Call:

A call completed to the PSAP, but the caller hangs up before the Telecommunicator answers.

ACD:

Automatic Call Distribution System; a telephone system that automatically assigns an incoming 9-1-1 call to the Telecommunicator who has been available the longest since his/her last call.

ADA:

Americans with Disabilities Act; The N.H. Bureau of Emergency Communications (NHBEC) must have specialized equipment and training to provide the same services to the disabled as to the general population.

ALI:

Address Location Identification; Provides the street address of the telephone from which the 9-1-1 call was dialed

ANI:

Automatic Number Identification; Is the telephone number of the phone from which the 9-1-1 call was made.

ASL:

American Sign Language; A formally recognized, unique and independent language. It's not easily translatable to English as a result of the different grammar. Uses short words, combinations of letters and short phrases to convey a message.

Basic 9-1-1:

Answers all 9-1-1 calls which originate from within a telephone exchange.

Communication:

The transmission of one idea from the mind of one to the mind of another with understanding.

Cellular:

Wireless telephone service that operates in "cells" within a geographic antenna site. In New Hampshire, cell calls may be received from other states as well (Maine, Mass, Vermont, etc).

Centrex:

A multi-line phone system which may show the billing address, not the actual location of the caller.

Conference:

To allow more than two parties to talk to

each other simultaneously (e.g. caller, T/C, AT&T Language Line, public safety agency, local dispatch center).

Database:

Pre-recorded information that includes name of telephone subscriber, phone numbers, address information, routing information and emergency service providers of citizens served by Enhanced 9-1-1.

Dedicated Trunks:

Telephone lines used exclusively for transmission of 9-1-1 calls. NHBEC has 54 dedicated trunk lines.

EMD:

Emergency Medical Dispatch; NHBEC uses a computerized card system developed by Dr. Jeff Clawson and Medical Priority Consultants, Inc., Salt Lake City, Utah. It provides the appropriate EMS agency with incident location, patient chief complaint, and status. It also provides post dispatch instruction, pre-arrival instructions, as well as instructions for CPR, the Heimlich and childbirth.

EMS:

Emergency Medical Services.

ESN:

Emergency Service Number; a three digit number assigned to all state communities used to identify a communities' primary and secondary dispatch agency.

GA:

"Go Ahead"; Abbreviation used on a TTY call to tell the other caller to "go ahead." A "period" in writing English and "stop" in a telegram.

Hang Up Call:

A 9-1-1 call in which the caller has disconnected after the Telecommunicator answers.

IRR:

Instant Recall Recorder; Thirty minute digital audio recorder at all positions, used to call review, playback to agency or field units. It includes the date, time call answered (to the seconds), duration, line # or ANI

Liability:

An obligation one is bound in law or justice to perform.

MAARS:

Module ANI/ALI Retrieval System;

NHBEC data retrieval system where incoming ANI is sent to MSAG to retrieve ALI, if any, and transmit information to the PSAP.

MSAG:

Master Street Address Guide; The primary database for Enhanced 9-1-1 which includes physical street address, community and ESN.

Pre-Arrival Instructions:

Scripted instructions given by trained EMD's which help to provide aid to the patient prior to arrival of ambulance personnel.

PSAP:

Public Safety Answering Point; The initial answering location for 9-1-1 calls (routed ther by computer).

Q:

Abbreviation used during TTY calls to indicate a question. Used before GA.

Silent Calls:

A call in which no voice communication is passed. This may be an actual, valid TTY call.

SK:

Used in TTY calls to indicate the call is over (stop keying).

Supplemental ALI:

Additional, voluntary information assigned to an ALI. It is used to store information pertaining to permanent illnesses or disabilities, medications, Hasmat locations and/or specific directions to either category ONLY.

Telecommunications:

A special form of communications, whereby information/ideas are conveyed over a distance utilizing mediums such as telegraph, telephone, cable or radio.

TTY:

Teletypewriter; A telephonic communication device which can transmit and receive typed messages.

UPS:

Uninterrupted Power Supply; The alternating current (AC) power system, with battery supply, that provides power during commercial outages. The 9-1-1 dedicated generator turns on within 10 seconds of an outage.

For all 9-1-1 questions, please contact the main office at (603)271-6911.